



MASSHEALTH

Robotics Processing Automation (“Bots”) Stage I Registration Form

Providers, trading partners, and relationship entities must complete the registration process to receive authorization to submit transactions using Robotics Processing Automation (RPA) technology tools (bots) on the MassHealth Medicaid Management Information System (MMIS) Provider Online Service Center (POSC). The RPA Stage I Registration Form is the first stage of the two-stage approval process to use bot technology tools to execute transactions on the POSC.

Please ensure that all sections of this form are completed before submission.

Baseline Information	
Name of Organization	
Organization's Provider ID/Service Location (PID/SL)	
Contact's Full Name	
Contact's Position Title	
Contact's Email	
Contact's Phone Number	
Alternative Contact's Full Name	
Alternative Contact's Email	
Alternative Contact's Phone Number	
Organization's Primary User's Full Name <i>Primary User is the individual responsible for managing access to the POSC for your organization, such as a systems administrator.</i>	

1. Please identify the name of the RPA tool or product your organization will use to facilitate bots on the POSC:
2. Within the POSC Transactions Table that follows, please provide details for every transaction that each bot transactions will perform on the POSC. Please note: MassHealth strongly recommends that each bot perform a single POSC transaction (e.g., submit a claim or submit a referral) per session. MassHealth will approve only up to five POSC bot transactions per PID/SL. Organizations may request approval for multiple PID/SLs. Please complete the entire row for each entry. If you are requesting more than 10 bot transactions, please complete an additional form.

Column A: Enter the PID/SL for each bot transaction. If you are requesting approval for multiple PID/SLs that will each submit up to five POSC transactions, please include each PID/SL in Column A.
Column B: Select the POSC transaction that will be performed under each PID/SL from the dropdown list. If the transaction for which you are seeking approval is not listed, please select “Other” from the dropdown list. This includes requests for a bot to perform more than one sequential transaction per session (<i>e.g., check eligibility, and then enter a claim to complete the full transaction</i>).
Column C: Include any “Other” identified transactions the bot may perform on the POSC.
Column D: Identify the time of day the bot will be used—e.g., Business Hours 9 am–5 pm; Off hours (overnight).

Column E: Identify the average number of transactions that the bot will perform each week—e.g., 100 Claims Submitted per week.

Column F: Identify the RPA tool or product that each PID/SL will use on the POSC for each requested transaction.

A	B	C	D	E	F
PID/SL (1 PID/SL per bot)	POSC Transaction (select applicable transaction)	Enter any “Other” transaction as applicable (e.g., remittance advice)	Select the time of day the bot will be used (during work/off hours)	Average # of transactions per week	RPA Tool/Product
123456789A	PA-Submit/Inquiry		Standard Business Hours (9 am – 5 pm)	50	Product Name

3. When do you intend to implement the POSC transactions associated with each RPA product listed in column F? Please identify your target implementation timelines (date range) in the following table for each RPA product. If the implementation timeline varies for transactions associated with a single RPA tool, document the separate timelines below and the relevant transaction in the Implementation Date/Comments column.

RPA Tool/Product	Design	Development/Configuration	Testing	Implementation Date/Comments
Product Name	7/1/22 – 8/1/22	8/2/22 – 8/15/22	8/16/22 – 9/1/22	9/15/2022

If you have any questions about how to complete this form, please contact Functional.coordination@mass.gov.

<i>MassHealth Use Only:</i> Approved/Denied/Pended: Explanation:	Date:	Stage I #:
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